

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	September 14, 2015
Place	550 S. Vermont Ave., 10 th Floor Conf. Rm.	Start Time:	9:00 a.m.
Chair	Naga Kasarabada, Ph.D./Vandana Joshi, Ph.D.	End Time:	10:30 a.m.
Co-Chair	Carol Eisen, M.D./Karen Lee, M.D.		
Members Present	Ann Lee; Antonio Banuelos; Alyssa Bray; Aprill Baker; Barbara C. Engleman; Barbara Paradise; Bertrand Levesque; Caesar Moreno; Debra Mahoney; Elisabeth Gildemontes; Emilia Ramos; Gassia Ekizian; Greg Tchakmakjian; Helena Ditko; Ileen Izekelian; Jamie Walker; Jessica Wilkins; Karen Lee; Kimber Salvaggio; Leticia Ximenez; Linda Stone; Margaret Faye; Maria Gonzalez; Mary Ann O'Donnell; Michael Tredinnick; Michelle Munde; Michelle Rittel; Monika Johnson; Randolph Faveau; Sandra Chang-Ptasinski; Theodore Cannady; Tonia Jones; Vandana Joshi;		
Excused/Absent Members	Anahid Assatourian; Carol Eisen; Debi Berzon-Leitelt; Martin Hernandez; Misty Aranoff; Naga Kasarabada; Pamela Inaba		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	QIC members attended this meeting.	Dr. Joshi in the absence of Dr. Kasarabada
Review of Minutes	The August minutes were reviewed.	Minutes were reviewed and approved as noted.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC's Reports & Countywide Children's QIC Report	SA 1: Members reviewed/discussed the Columbia-Suicide Severity Rating Scale as well as the Care Clinic Power Point presentation. Also Dr. Chang Ptasinski presented on Cultural Competency (CC) Updates.	Next meeting: November 3, 2015. Dr. Ximenez will present on Parameters for Spiritual Support.	B. Paradise
	SA 2 Adult: Dark last month. Planning to merge the adult with children in September for the Parameters for Spiritual Support.	Next meeting: September 17, 2015.	K. Salvaggio
	SA 2 Children: Information from previous meeting was discussed. Planning to merge the adult with children in September for the Parameters for Spiritual Support.	Next meeting: October 15, 2015.	M. Rittel
	SA 3: A presentation from Hathaway/Sycamore about their QI/QA process was held last month. A provider David and Margaret will present on their QI project. Also information from previous meeting was disseminated. Discussion on ICD10 and DSM V took place. Many providers expressed a lot of anxiety related to its implementation.	Next meeting: September 17, 2015.	B. Levesque
	SA 4: Dr. Chang Ptasinski presented on Cultural Competency (CC) Updates.	Next meeting: September 15, 2015. Dr. Ximenez will present on Parameters for Spiritual Support.	A. Bray

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SA QIC's Reports & Countywide Children's QIC Report Continued	SA 5: Dark in August. On November 3, 2015, Dr. Ximenez will present on Parameters for Spiritual Support.	Next meeting: September 22, 2015. Dr. Joshi and Dr. Jones will be presenting on Vacancy Adjustment of Notification System (VANS) project. Also Dr. Chang Ptasinski will present on CC updates.	M. Johnson
	SA 6: No report		
	SA 7: Information from previous meeting was disseminated. Change of Provider Log was discussed as well.	Next meeting: September 15, 2015. Dr. Ximenez will present on Parameters for Spiritual Support.	A. Banuelos
	SA 8: Dark in August.	Next meeting: October 21, 2015. Dr. Ximenez will present on Parameters for Spiritual Support.	A. Lee
	Countywide: Ms. Bray from Five Acres will present on their QI project.	Next meeting: November 12, 2015. Dr. Ximenez will present on Parameters for Spiritual Support.	D. Mahoney
Clinical Quality Improvement OMD Report	Currently working on implementing the Columbia Suicide Rating Scale.	The Manager's mini-toolkit of Suicide Prevention Resource was sent to QIC members.	K. Lee
	Ms. O'Donnell provided a brief update on two parameters - 4.17, Parameters for the Determination of Insufficient Client Engagement of Adults at Risk for Suicide, and 4.18, Parameters for Assessment and Treatment of Individuals with Co-Occurring Intellectual Disabilities (CID).		M. O'Donnell

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<p>EQRO Draft Report</p>	<p>Dr. Joshi updated the QIC about the Draft EQRO Report and informed that the Feedback Grid was due in two weeks. Overall the Report looked very positive and the Department was “Fully Compliant” on all Quality of Care and Access components, and “Partially Compliant” and “Not Compliant” on a few Timeliness components. Both PIPs were approved for continuation into this fiscal year and the Clinical PIP received a higher rating than the non-Clinical PIP. EQRO recommended statistical analysis of the Outcome Measures to improve the ratings of the non-Clinical PIP. Dr. Joshi mentioned that the Referral numbers tracked via the referral button in VANS is currently being used as a measure of Client Outcome and has not shown significant improvement in the numbers over time. Discussions are under way for connecting the Service Request Tracking System (SRTS) to VANS to better track outcomes related to scheduling appointments made via referrals through VANS.</p> <p>Per Dr. Joshi, EQRO recommended that the SAQIC have more standardized as well as explicitly stated QI Items on their agenda.</p>	<p>QID is working closely with Health Care Reform Operations group for the 2 applications – SRTS/VANS to connect with each other. Once that is completed, SRTS will be used to measure this PIP’s Outcome Measures. The group discussed the challenges of using so many applications. Some members also raised concerns about having an electronic appointment system in IBHIS and if SRTS was going to be a more permanent tool. Dr. Tredinnick mentioned that SRTS is the only working tool for appointment lines. He also mentioned that starting Oct 1st the Urgent Appointment Line will have the capacity to allow contract providers to make appointments. In addition DHS will start calling for both Routine and Urgent Appointments. As this rolls out, Dr. Tredinnick mentioned that he could provide some feedback on the success of this effort in the November Dept. QIC meeting.</p> <p>Dr. Joshi will work closely with Dr. Jones to ensure that QI items are stated on the Meeting Agendas and also ensure consistency and uniformity in QI Agenda items across various SAs. The group agreed and was willing to incorporate this suggestion.</p>	<p>V. Joshi</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Change in Test Calls Methodology	Dr. Joshi mentioned that the State requested counties for a quarterly update on the test calls for April – June test calls and this was submitted for LA County based on the recent test calls. Due to this new request from the State for quarterly updates on test calls data, Dr. Joshi mentioned that Dr. Kasarabada suggested that we could conduct Test Calls in one month of each quarter to meet the requirement. Some members asked if we would need to make more calls and the answer is NO. Each SA will still be making 10 calls in each CY but would make 2-3 calls each quarter.	Dr. Levesque and some other members also expressed an interest in allowing SAs to do their calls in a 2 month period. Since we have 8 SAs we will have new data to report for each quarter. Dr. Joshi said that she will review this suggestion with Dr. Kasarabada.	V. Joshi
Change of Provider Report Update	QID is also working closely with the Patients' Rights Office (PRO) for the final Change of Provider Report. Dr. Joshi mentioned the importance of all SAs to keep the Excel List of Change of Provider Report Contacts on the QID SharePoint site as updated as possible because Ms. Walker is using that list to prepare her final report.	Ms. Walker stated that she will be sending out a draft report in the next 2 weeks or so for review.	V. Joshi J. Walker
Mental Health Statistics Improvement Program (MHSIP) Training Schedule	Dr. Joshi mentioned that she will be away for 3 weeks in October and that SA Liaisons should try and schedule the 2015 November MHSIP training in the first week of October or the first week in November. The SA Liaisons will work with Dr. Jones and Dr. Joshi to finalize some training dates. Dr. Joshi will pull the list of randomly selected providers and send to the SA Liaisons by the end of September.		V. Joshi T. Jones

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Patient Rights Office (PRO)	No report.		
Cultural Competency Updates	<p>The Office of Health Equity is calling for California Reducing Disparities Project (CRDP) proposals/solicitations. Agencies that have implemented community promising practices are encouraged to submit proposals. Link to solicitations process will be provided to QIC membership.</p> <p>Secondly, Dr. Southard met with the CCC on September 9th and he shared the four priorities of the Board of Supervisors. These include: Homelessness, TAY, Diversion and Cultural Competency.</p>		S. Chang Ptasinski
Policy Update – Office of Compliance	Mr. Faveau from Compliance Privacy and Audit Services Bureau provided an update on policies and reviewed the handout.		R. Faveau
Handouts:	<ul style="list-style-type: none"> ➤ Service Area Quality Improvement Project – CY 2015 Parameters for Spiritual Support (4.15) ➤ Policy/Procedure Update September 14, 2015 		

Respectfully Submitted,

Vandana Joshi, Ph.D.

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